GOVERNMENT OF INDIA
OVERSEAS INDIAN AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:711
ANSWERED ON:22.10.2008
OVERSEAS INDIAN FACILITATION CENTRE
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Will the Minister of OVERSEAS INDIAN AFFAIRS be pleased to state:

(a) whether the Government has set up Overseas Indian Facilitation Centre with a view to extend counseling services to overseas Indian workers;

(b) if so, the details thereof; and

(c) the number of overseas Indians who have availed of the assistance at these Centres?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS(SHRI VAYALAR RAVI)

(a) to (c): The Overseas Indian Facilitation Centre (OIFC) established by the Ministry of Overseas Indian Affairs serves as a `one stop shop` to promote overseas Indian investment into India and facilitate business to business partnerships between Indian businesses and overseas Indian businesses.

To extend counseling services to overseas Indian workers,the Ministry has also set up an Overseas Workers` Resource Centre (OWRC) for rendering counseling assistance to overseas Indian workers and those who are desirous of going abroad for employment.The objectives of the Centre are:

Information dissemination on matters relating to emigration

Registering, responding to and monitoring complaints received from emigrant workers

Grievance redressal and follow up with stakeholders

The OWRC functions with a toll free number 1800 11 3090 accessible from anywhere in India for rendering help to the emigrant workers.The Helpline is presently functioning in seven languages,viz. Hindi,English,Tamil,Malayalam,Punjabi,Kannada and Telugu from 10.00 am to 10.00 pm,seven days a week.The Helpline has received a total of 4616 including 43 calls from overseas Indians,till date.